

City of Victorville Position Description

INFORMATION SERVICES TECHNICIAN

DEFINITION

Under general supervision, performs basic support, repair and maintenance of the City's computers, networks and IP phone systems, applications and databases. Responsible for the basic support of workstations, Intel-based computers, micro and mini computers, notebook systems and Cisco IP phones and related hardware and applications; may develop and maintain the City's website; troubleshoot, upgrade and repair network computer and IP phone hardware software problems and peripheral equipment as instructed, assist with the maintenance and support of business applications and databases.

DISTINGUISHING CHARACTERISTICS

The Information Systems Technician is assigned to and responsible for simple to moderately complex projects that require an apprentice to adept level of technical knowledge and abilities with computer and technical systems. This position reports to an Information Services Administrator or Specialist.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists in a variety of technical duties that may include any of the following: coordinating of the City's systems, including servers, workstations, micro and mini computers, local area networks and IP and Cellular phone systems ensuring that systems meet user's needs; acts as liaison with City staff, customers and vendors; monitors systems activity and performance; works closely with users and vendors to identify and correct causes of hardware operating systems software or application program malfunctions; assists in the installation and configuration of hardware, peripherals, software, cables and wires and wireless communication systems; assists in developing, implementing, maintaining and enforcing standard policies and procedures for operations and data control activities; assists in planning and implementing systems upgrades or additions; reviews new or revised systems and recommends for production and implementation; reviews the operational requirements of all proposed systems and the projected effect on processing configurations and schedules in cooperation with user departments; assists in the planning for new systems expansion, including increased load and schedule changes as needed; follows all standard operating procedures and communicates the need for additional procedures; recommends procedural changes to improve systems operations, minimize risks and ensure hardware and software integrity; monitors equipment capacity and evaluates the need for upgrades or changes; establishes methods for gathering data needed to monitor hardware, software and communications network performance; provides regular reports detailing systems service levels, maintenance, throughput, turnaround and response times; informs users of computer resource capabilities and requirements; issues technical bulletins to inform users of systems changes; maintains systems operation schedules and ensures the accurate performance of systems hardware, software and communication systems; performs daily operations and data backups including monitoring and adjusting systems file limits and capacities as needed; establishes, maintains and regularly tests facilities for backup processing and operational continuity; maintains accurate records of all data control processing and systems events and network configurations; promptly informs supervisor of problems; designs, implements and maintains Internet and Intranet content base and administer Content Management System, implement, code, test and integrate web pages and content, support Internet and Intranet services, Install, configure and administer Content Management Server (SMS), CMS Modules, Web Servers, and Web Monitoring Tools; implement, convert and create multimedia, video and audio presentations; produces reports for various departments according to established schedules and adhoc reports on an as-needed basis; maintains the security and integrity of confidential and proprietary information being processed; maintains the security of computer rooms and other areas as assigned; ensures the environment is clean at all times and performs routine data center maintenance as assigned; and ensures the archival and fire-safe storage of programs and data files as prescribed by law, local ordinance and standard department practice or procedure; maintains a retention schedule log of all archived and stored data; installs tape and disk media and printer paper and uses the console to initiate systems operations; maintains an

**City of Victorville Position Description
Information Services Technician**

Page 2

adequate, economical inventory of supplies and materials; provides emergency responses to system problems; conducts on-the-job training to staff; may provide classroom instruction to staff, including developing course outlines, curricula and materials as need; assists in the training and responsibilities of departmental internship; administers, prioritizes and delegates multiple tasks, end-user issues and departmental projects in an efficient and timely manner; travels to offsite locations and operates in various climate and environmental conditions; maintains on-call status as emergency contact and off-hour availability; operates all City vehicles and equipment in a safe and professional manner; and performs related duties as required.

EMPLOYMENT STANDARDS

Training & Experience – Graduation from HS/GED equivalent, at least 30 college semester units related to specific aspects of information technology, and one year of experience working directly with Intel-based computers running on Microsoft Windows 2000/XP, Office 97/2000/XP, local area networks, peripheral computer devices including printers, plotters, laser printers and scanners; developing web content using Content Management Systems, Microsoft Internet Information Server (IIS), web monitoring and reporting tools, Internet systems and protocols, business applications, databases or enterprise applications. **Knowledge & Abilities-**
Knowledge of: principles and practices of installation and operation of computer equipment, local area networks, and variety of software applications, use maintenance, and repair of Intel-based computers in a Windows 2000-based environment; electronics and electrical devices, telephone wiring and radio communications, web technologies, content management systems, photo and graphic editing software, SQL
Ability to: describe technical problems to field service technicians to determined appropriate action; read and understand technical manuals; develop systems, logs or procedures to monitor critical functions; communicate effectively both in written and verbal form; develop and maintain effective working relationships with staff, users, administrators and vendors; operate City vehicles and equipment in a safe and efficient manner; uphold safety policies and procedures of the City. **Licenses & Certificates** - Possession of a valid California Class "C" driver's license.

WORKING CONDITIONS

Work is performed in an office environment in close proximity with other workers and incumbent will be exposed to those conditions normally encountered in a business office environment. Physical demands require frequent standing, reaching, leaning, twisting, grasping, lifting and sitting for prolonged periods of time. Must carry moderately heavy boxes and/or utilize a hand truck or dolly. Incumbent must be able to drive safely to various City sites. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and be willing to work an irregular schedule, which may include weekends, holidays, evenings and/or varying shifts.

APPROVED:


DIRECTOR OF HUMAN RESOURCES

DATE REVISED: April 12, 2006

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position
Msantana/mydocs/jobdescriptions/ISTechnician Revised 4-6-06